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The Customer Request Information Document is a three-part form consisting of initial Customer Request Documentation (Part A), Evaluation of Customer Request (Part B), and Project Overview Statement (Part C). The instructions for completing the form are located at the beginning of the respective part.

PART A, Documented Customer Request

Instructions to the User		
Part A is jointly completed by the customer and a member of the Leadership Team and is used to record information regarding a request for product realization. Part A is designed to be narrative and asks basic questions about what is expected from AMA-200 and what will meet customer expectations. It is critical that as much information as possible be obtained during the discussion of the request. Provide enough detail in the response blocks, where appropriate, to adequately determine customer requirements/expectations. A Yes answer requires a response to be typed in the response block. Part A must be completed in its entirety and will initiate the Evaluation of Customer Request, Part B of this form.		
Customer Information		
Customer Request Number:		Date of contact:
Customer Name:	Person Interviewed:	Organization:
Address:	Point of Contact:	Telephone: Fax: E-Mail:
Leadership Team Representative:		
Is this a Mandated Customer Request? Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, by whom?)		
Question	Response	
1. What product needs to be developed or improved?		
2. What function will the product perform?		
3. When does the product need to be delivered?		
4. Which personnel will use this product?		
5. Will this product interface within the existing organization and infrastructure?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A <input type="checkbox"/>	
6. Are there other existing products are similar to this product?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	

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7. Will other projects, initiatives, or products depend on the delivery of this product?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
8. Will other products be replaced by the implementation of this product?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
9. Are there potential policy, organizational, or infrastructure changes may impact the development of this product?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
10. Should standards be applied to the product's design and development?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
11. Could this product be expanded after initial delivery?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
12. Could the product be used internationally?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
13. Will AMA-200 personnel be involved with the development and delivery of this product?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
14. Will other resources be available to support the product's development and implementation?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
15. Will a customer representative be required?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
16. Will status reports be required?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
17. Will the user need anything before the product can be implemented?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
18. Should automation training be included with this product?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
(add additional questions unique to this request)	(delete this row if no additional questions added)
Additional information: (as required by item number or N/A)	
Date or Interview:	Date Completed:
Leadership Team Member:	

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PART B, Evaluation of Customer Request


Instructions to the User	
Instructions to the User: The Leadership Team shall evaluate the customer request. The evaluation of the customer request will result in one of the following two decisions: <ol style="list-style-type: none"> 1. Accepted Customer Request is forwarded to the Branch Manager for disposition. 2. A rejected customer request will be returned to the customer by the Leadership Team with written justification. <p>Follow the same instructions described in Part A. The summary at the end of this document will be copied to the Project Overview Statement to provide guidance for planning.</p>	
Customer/Product Requirements and Expectations	
1. Are there any customer requirement's that need clarification?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
2. Are there any customer requirement's that would be especially difficult to achieve?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
3. Are existing product lines capable of producing this product?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
4. Are there any other clarifications about the product and it's development needed?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
5. Will users be involved with development of this product?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
6. Should another organization besides AMA-200 develop and deliver this product?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
Agreements (written or verbal)	
1. Are there any agreements that might affect product development?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
Project milestones, goals, objectives, and deliverables	
1. Will status reporting be required?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
Required resources	
1. Will qualified personnel be available for this project?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
2. Will employees need special qualifications for this project?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
3. Will contractor support be required?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
4. Will subject matter experts (SMEs) outside of AMA-200 be required?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>

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5. Will special training be required for project participants?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
6. Will administrative support be required?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
7. Will facilitation support be required?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
8. Will Labor/PAACE participation be required?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
9. Will resources outside of AFS-500 or AIR-500 be required?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
10. Are there stakeholders for this product?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
11. Will validation resources will be required?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
Applicable statutes, regulations and standards	
1. Will Public Law have an impact on this project?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
2. Will the CFRs have an impact on this project?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
3. Will the QMS have an impact on this project?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
4. Will specific ISO requirements have an impact on this project?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
5. Will the AMA-1 have an impact on this project?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
6. Will the Collective Bargaining Agreement have an impact on this project?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
7. Will current FAA policy and guidance have an impact on this project?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
8. Will legal interpretation be required?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
9. Are there any agency strategic plan issues that need to be considered in the development of this product?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
10. Are there any issues with the agency's goals and objectives that need to be considered in the development of this product?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
11. Will international aviation standards need to be considered?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>

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12. Will intra- or inter-agency policy conflicts exist?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>		
Project Priority			
1. Will the priority of this project compare unfavorably to other customer's requests?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>		
2. Will the priority of this project compare unfavorably to other AMA-200 projects?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>		
3. Are there any other competing product requests?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>		
4. Will this project impact other AMA-200 projects?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>		
5. Will other projects depend on the completion of this project?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>		
Risk Assessment			
1. Are there cultural differences between the customer and AMA-200?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>		
2. Are there risks that need to be identified and documented?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>		
3. Are there risk worksheets that need to be completed?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>		
<p>Summarize the project scope and objectives, and assign a Branch Manager and project coordinator:</p> 			
<input type="checkbox"/> Approved	Signature:		Date:
Assigned Branch Manager			
Project Coordinator			
<hr/>			
<input type="checkbox"/> Not Approved	Reason:		
Returned to customer by:			Date:

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PART C, Project Overview Statement (POS)

Instructions to the User		
<p>The Leadership Team (LT), the Assigned Branch Manager (ABM), and the Project Coordinator (PC) should develop the POS. Review the Documented Customer Request (Part A) and the Evaluation of Customer Request (Part B) and record their essential components in this section (Part C). It is designed to describe the customer requirements (scope and boundaries of the requested product) and to define the features and functions of the requested product. The ABM and PC should review the POS for completeness. Upon LT approval, the PC will use the POS to initiate the Develop Draft Plan Procedure following the Academy guidelines. When appropriate, the POS may contain a workgroup requirement.</p>		
Summary of Customer Requirements.		
<p>Import summary of project scope and objectives from the Evaluation of Customer Request, QF 214, Part B. Summary Information should include:</p> <ol style="list-style-type: none"> 1. Necessary data from Evaluation of the Customer Request procedure. 2. An estimate for project duration and cost. 3. Expected delivery date of the Product. 4. Identified Stakeholders. 5. Qualified Personnel to develop the Product. 		
Additional Requirements		
<p>Additional information needed for planning comes from the answers to the following questions:</p> <ul style="list-style-type: none"> • What is the scope and purpose? • Who are the qualified personnel available to develop the product? • Are there progress reports required by the customer? • Are there progress reports required by the leadership team? • Are there any other customer imposed criteria? • Are there any other Leadership Team imposed criteria? 		
<p>Reviewed and completed on _____, by:</p> <p>Assigned Branch Manager:</p> <p>Project Coordinator:</p>		
<input type="checkbox"/> Approved	Signature: _____ (Leadership Team Representative)	Date: _____